



## Administrative Account Costs

Each Express Pass account holder is responsible to cover the monthly Administrative Costs.

Account holders are affected in different ways depending on how frequently they use their Express Pass each month.

- **Frequent Users (Express Pass holders whose usage of the Express Lanes generates tolls of at least \$2.85 per month).** Frequent users will see no change, as long as their toll usage meets or exceeds the \$2.85 monthly minimum needed to cover administrative costs.
- **Infrequent Users (Express Pass holders whose usage of the Express Lanes generates tolls less than \$2.85 per month).** Infrequent users will be charged the difference between their tolls paid and the \$2.85 monthly minimum. For example, a user who pays \$2.00 in tolls in a given month will be charged an additional \$0.85.
- **Users whose credit card information is not up to date.** UDOT is working to close any accounts that are not current and refund any account balances. If you would like to update or close your account, call customer service and they can help you over the phone.  
Customer Service: 866.833.9824, Monday – Friday, 7:00 a.m. – 5:30 p.m.